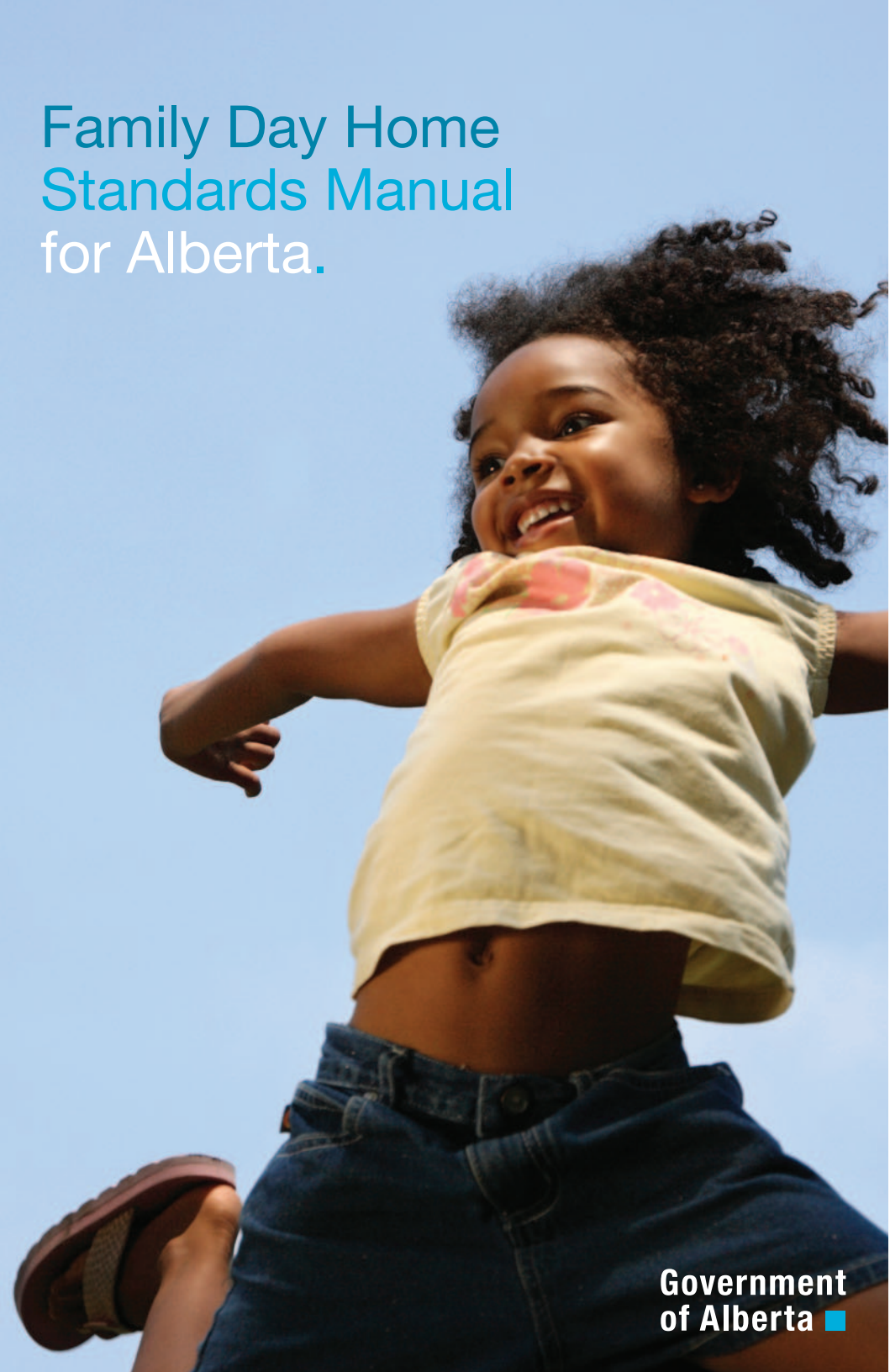
Family Day Home Standards Manual for Alberta.



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Definitions

Agency Coordinator
An individual employed by the agency whose responsibilities include managing the administration and delivery of the family day home service.

Agency/Family Day Home Agency
An individual, partnership or corporation that contracts with a Child and Family Services Authority to administer a family day home service.

Approved Family Day Home/Provider
A provider who, under contract with a family day home agency or the Child and Family Services Authority, provides child care and supervision to children up to 12 years of age in their private residence.

Child and Family Services Authority/CFSA
A Child and Family Services Authority, established under the *Child and Family Services Authorities Act*.

Child Care
The temporary care and supervision of a child by an individual other than the child's parent or guardian.

Child in Care
A child who is 0-12 years and is registered and placed in a family day home but is not:
- a child of the provider or any resident of the family day home;
- under the guardianship of the provider or any other resident of the family day home; or
- normally a resident in the family day home.

Contract
A legal document outlining the terms and standards under which the family day home service operates.

Criminal Record Check
Agency staff and family day home providers must provide results of a criminal record check to the agency, including a vulnerable sector search, which may be processed at any Police Station or RCMP detachment and must be dated no earlier than six months prior to commencement with the agency. The criminal record check is the property of the individual requesting it. The law enforcement agency providing the criminal record check may charge a fee for this service.

Extended Hours of Care
Care provided in the evening between 6:00 p.m. and 6:00 a.m. or on the weekend.

Definitions

Family Day Home Program
Section 25 of the *Child Care Licensing Act* defines the family day home program as a program under which a person with whom the director has entered into an agreement to coordinate and monitor the provision of child care in the private residence of one or more child care providers, and to not more than six children in each private residence.

Health Care
The health services administered by a physician or other medical professional for the treatment of illness or accidental injury.

Home Visitor/Consultant
An individual contracted or employed by the agency to monitor approved family day home providers for compliance with the family day home standards and the provider's contract with the agency.

Hours of Care
These are the stated hours child care is provided by an approved child care provider.

Incident
An incident is defined as a serious illness or injury to a child that requires first aid or emergency health care; a serious change in a child's health; an error in the administration of prescribed medication to a child; an adverse reaction to medication by a child; the death of a child; the unauthorized absence of a child from the child care program; the commission by a child of an offence under an Act of Canada; any allegation of abuse or neglect of a child; or any other occurrence that may seriously affect the health or safety of a child.

Investigation
A detailed and objective examination of past events such as an incident or emergency.

Ministry
The Ministry of Human Services is comprised of ten Child and Family Services Authorities and the Department. The Department is responsible for establishing standards and policies. The Authorities are responsible for entering into and monitoring agreements with Agencies for the operation of a family day home program.

Residence
The place where the family day home provider lives and operates a family day home service. Where there is more than one family day home in a location (house, duplex, basement suite, apartment), it must be clear that the residence is separate or self contained and that children are not grouped together.

Description

Family Day Home Program

A family day home is one of the child care options available to parent(s) in Alberta. As per section 25 of the *Child Care Licensing Act*, family day homes provide child care to a maximum of six children aged 0-12 years old in the private residences of the providers. Child and Family Services Authorities (CFSAs) contract with agencies for the purposes of ensuring that children using an approved family day home service are healthy and safe. Approved agencies and providers operate according to Ministry standards.

Purpose of Manual

This manual contains the Ministry standards for operating an approved family day home service for the purposes of providing child care to children.

The CFSA is responsible for complying with the authority standards and monitoring an agency and its providers to ensure compliance to provincial standards.

Through its contract with a CFSA, the agency is responsible for complying with the agency standards and monitoring compliance to the provider standards.

Authority

Operating under the legal authority of the *Child Care Licensing Act*, these standards describe the roles, objectives, responsibilities and expectations for the CFSA, agency and approved family day home provider.

Part 1: Child and Family Services Authority Standards

Role

The Chief Executive Officer (CEO) is responsible for the approval, monitoring and enforcement of agreements between a Child and Family Services Authority and an agency and may not delegate that authority.

The CEO ensures that the CFSA monitors the agency to ensure that standards are met and that complaints and incidents are properly investigated. When it is determined that a standard is not being met the CEO can take action as per its contract with the agency to compel the agency and its providers to comply. CEOs ensure that an agency's performance is monitored by reviewing the operations, activities, records, and the care in providers' homes according to these standards and the terms of the contract.

Objectives

The Chief Executive Officer (CE0) approves all contracts with agencies to recruit, monitor and support family day home providers.

- establishes contracts with agencies to recruit, approve, monitor, train and support family day home providers; and
- assists eligible parent(s) choosing family day homes to access Child Care Subsidy.

The CEO is not obligated to contract with any party. A contract may be signed with an agency when:

- funding is available to pay the family day home agency;
- the service is needed in the community; and
- the agency and the principals in the agency have met the requirements for a contract as per Ministry contract policies.

Standard 1: Administration of Agency Contracts

The Director, under the Authority of the *Child Care Licensing Act*, delegates to a Chief Executive Officer (CEO) of a Child and Family Services Authority (CFSA), the authority to enter into family day home agreements and may not delegate the authority to sign those agreements. The CEO is responsible for the approval, monitoring and enforcement of those agreements. All contracts with an agency will comply with the Ministry's financial policies including its contract policy.

The primary purpose of an agreement for a family day home program is for the agency to coordinate, recruit, approve and monitor family day home providers, and to provide support and training to those providers.

CEOs ensure that at least once per contract term, all contracted agencies are visited to review their compliance to agency standards. The CFSA *Review of Family Day Home Standards* form will be completed with a copy provided to the agency.

If an agency is found to be not complying with any standard, the CEO ensures that enforcement action is taken as described in the contract to compel the agency to address the non-compliance. Enforcement actions include suspension of payment for service until the non-compliance is remedied and in the case of systemic and on-going non-compliances, termination of the contract.

CEOs ensure that CFSAs visit at least once annually, unaccompanied by agency staff, a minimum of 10 percent of an agency's active individual family day home providers (with a minimum of two providers) during the provider's regular operating hours for the purposes of determining compliance with Ministry standards.

A CEO ensures that providers >

are randomly selected for home visits. A list of all active providers will be requested from the agency at least seven working days prior to a visit. From that list, 10 percent of names will be randomly selected with a minimum of two providers selected annually.

The CEO ensures that, following a visit to an agency, the CFSA *Review of Family Day Home Standards* form is completed and a copy and accompanying Visit Result Letter are provided to the agency. If non-compliances are identified, these are communicated within two working days of the visit to the agency in writing in the form of an Action Plan that outlines how and when the non-compliances will be addressed. Non-compliances must be remedied within 90 days or by the contract expiry date, whichever is first. The agency will provide evidence of compliance to the CFSA and all evidence must be maintained in the agency's file held by the CFSA.

The CEO establishes a process to:

- monitor agency contract files quarterly using the CFSA Review of Family Day Home Standards Quarterly Review form to ensure that staff are addressing all non-compliances; and
- ensure that each month a review is completed on Complaint Record forms submitted by agencies.

Note: CFSAs will randomly select providers for home visits. !

Standard 2: Incidents

The CEO ensures that an investigation is initiated by the CFSA immediately after an agency reports any of the following incidents:

- allegations of physical, sexual, emotional abuse and/or neglect of a child;
- serious injury requiring emergency response or overnight hospitalization;
- death of a child;
- missing child; or
- the commission by a child of an offence under an Act of Canada or Alberta.

An investigation report is completed within 12 working days (which may accompany enforcement action) and that it documents findings, evaluation of compliance with the standards and the enforcement actions and timelines for remediation.

At the conclusion of the investigation, a written report of the results of the investigation must be sent to the family day home agency. The report must document the findings, evaluation of compliance with the standards, the enforcement actions and time limits for remediation of non-compliance. Time limits for remediation must be within three months or prior to the end of the contract term, whichever is first.

CEOs must establish a process, that is approved by the Department, to receive incident reports from family day home agencies outside of the regional child care office's regular operating hours.

Part 2: Agency Standards

Role

The mandate of contracted agencies and approved family day home providers is to offer a quality child care service in a family environment that meets the needs of children and families within the community.

Agencies:

- are responsible for fulfilling the obligations in their contract and for complying with the standards for agency operation and care of children;
- recruit, approve and contract with providers who are able and willing to meet Ministry standards;
- provide training and support to providers;
- monitor their providers for compliance with Ministry standards;
- implement necessary actions required to remedy non-compliances in a timely manner; and
- investigate complaints and incidents.

Objectives

The objectives of the agency are to:

- recruit, monitor, approve and contract with family day home providers who can meet Ministry standards for family day home providers; and
- assist parent(s) in choosing a family day home suitable to their child and family's needs.

Standard 1: Staffing

Staff are important to meeting the objectives of the agency. At a minimum, agencies must have one staff who fulfills the responsibilities of both the agency coordinator and consultant.

Standard 1A: Agency Coordinator

Agencies must have on staff an individual who manages the day-to-day operation of the family day home service. The coordinator is responsible for administering the program and acting as a contact person for families in the community.

Standard 1B: Home Visitor/ Consultant

Agencies must have an individual on staff who is responsible for the recruitment, approval, monitoring, training and support of providers.

Agency staff responsible for the monitoring of approved family day home providers for compliance with family day home standards must have a current first aid certificate and be certified at minimum as a Child Development Worker (one year certificate in early childhood education and care or equivalent training). Exemptions may be considered by the CFSA for current staff who are unable to comply with this requirement for certification. Exemptions must be issued in writing, are time-limited and require an action plan that identifies how this requirement will be met.

Standard 2: Caseloads and Monitoring

Agencies must monitor all active providers a minimum of six times per year with both scheduled and unscheduled visits using the Family Day Home Agency Home Visitor/Consultant Checklist.

Agencies must complete two safety checks per year using a CFSA-approved Home and Safety Inspection Checklist. The checklist must include at a minimum, a review of the items listed in Part 3: Standard 10B. Safety checks may be scheduled or unscheduled and may completed during one of the six required visits.

Agencies visit all providers every two months and increase the frequency of home visits in the event a provider returns after a leave or experiences a significant change in their personal circumstances such as a birth of a child, etc. The visits monitor compliance to Ministry standards and offer providers advice and training on the provision of child care. The agency must document all non-compliances by a provider and ensure that they are adequately addressed to ensure compliance with Ministry standards.

The frequency, content and duration of home visits must be based on the provider's experience and need for monitoring, training and support; the numbers, age, and needs of the children in care; and the agency's history with the provider.

All contacts with a provider will be documented after home visits, using a CFSA-approved form. During each visit, home visitor/ consultants must review and document the following using the Family Day Home Agency Home Visitor/ Consultant Checklist:

- physical facility, including indoor and outdoor space, toys, furnishings, and equipment;
- provider performance, including supervision of children, activities, daily routine, and child guidance practices;
- safety, health, and emergency provisions;
- home environment, including the influence of other children or adults who may be in the home while children are in care; and
- development and behavior of children in care, including interactions between children and between child and provider.

All complaints about a provider will be documented on the Approved Family Day Home Provider Complaint Record form which will be submitted to the CFSA monthly.

Standard 3: Criminal Record Checks

All staff contracted and employed by the agency, including family day home providers and other adult residents in the home, must:

- provide a criminal record check, including vulnerable sector search, dated no earlier than six months prior to start of the contract or employment; and
- update their criminal record check, including vulnerable sector search, every three years.

Standard 4: Recruitment of Family Day Home Providers

Agencies recruit providers who are willing and able to meet Ministry standards for family day home providers.

Recruitment and screening must include two home visits and the receipt of all background check documentation before children are cared for in the home, with the objective of assessing the suitability of potential providers in their home environments. The two home visits for the purpose of recruitment and screening must include everyone living in the residence.

Agencies must require that family day home provider applicants are at least 18 years old and that they provide the following documents prior to approval and providing child care:

1. A completed criminal record check, including vulnerable sector search, for the applicant and anyone who is over 18 years of age or older, and who either resides with the provider in the proposed family day home or who may be in the provider's home on a regular basis during the provider's regular operating hours.
2. A statement signed by the applicant disclosing any prior criminal involvement of any person younger than 18 years old who resides with the provider in the proposed family day home.

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3. Three satisfactory personal references from non-relatives that corroborate the provider's suitability for working with children.

4. A physician's note that states the applicant is mentally and physically able to care for children.

Agencies will complete a performance assessment at least once annually for each approved provider. The assessment will include a review of the provider's history of compliance to standards, training and professional development, parent satisfaction, and history of complaints and incidents. The Agency will use the results of the performance assessment to determine if the provider should maintain their approval status.

Standard 5: Support for Family Day Home Providers

Agencies support family day home providers through training, consultation, information sharing, and problem solving during home visits or other contacts. All contacts with a provider will be documented by the agency including contacts for the purposes of providing support to the provider. The form used for documenting contacts with providers must be approved by the CFSA. Any changes to the form must be pre-approved by the CFSA contract manager or designate.

Agencies must create at least six opportunities each year to bring family day home providers together for training, consultation, information sharing, or problem solving to reduce provider isolation.

Standard 5A: Training

An agency must, in partnership with each family day home provider, develop and implement a written training plan for each provider that includes but is not limited to:

- first aid certification (required by all providers within three months of commencement of service);
- cleaning and sanitizing;
- hand washing;
- diapering;
- poison control;
- sleeping and Sudden Infant Death Syndrome (SIDS);
- child development;
- child abuse and neglect;
- child guidance;
- the dynamics of all forms of family violence and its impact on children;
- behavior management;
- managing serious incidents;
- cultural training and sensitivity for respectful work with Aboriginal children and families and with children and families from other cultures;
- training and sensitivity for respectful work with children with disabilities;
- community resources;
- working with parent(s); and
- ethics and professionalism.

Standard 6: Agency Policies

Agencies must have documented policies and procedures for their providers regarding the following:

- application and placement of children;
- fees;
- information records (including establishment, maintenance, storage and disposal of records);
- caseloads and monitoring;
- parent involvement;
- health and safety requirements (including requirements of the home safety inspection checklist);
- incident and investigation procedures;
- transportation and outings;
- administration of medications;
- backup care;
- emergency evacuation procedures for providers;
- reporting of communicable diseases; and
- hours of service and extended hours.

CEOs will ensure that agencies submit a copy of their policies for approval prior to initially contracting with an agency. Any subsequent changes to policies must be submitted to the CFSA for approval and updated policies must be on file at all times.

Standard 6A: Backup Care

Agencies establish a system of backup care for their contracted providers to ensure that there are alternate arrangements when a provider is unavailable to care for children. The parent must give written prior approval to all backup care arrangements.

In approving a substitute provider for the purpose of backup care, the agency must be satisfied that the individual can meet Ministry standards for family day home providers.

Standard 6B: Hours of Service

Agency policy must require that family day home providers explicitly communicate their regular hours of service to both the agency and parent(s) in a written statement. Agencies must be able to monitor extended hours care.

Care provided to children outside regular hours of service is a private arrangement between the family day home provider and the parent. Minimum requirements for extended care hours are as follows:

- no provider shall offer child care for a child for a period longer than 18 hours in any 24-hours without prior written notification to the agency;
- a provider offering child care to a child for a period longer than 18 hours in any 24-hours must provide that child with sleeping time;
- in such cases the provider must give each child his or her own bedding and sleeping accommodations that meet the child's developmental needs (male and female school-aged children must sleep in separate rooms); and
- a provider offering extended care is required to provide the child with facilities for bathing/showering (children must be bathed individually and supervised, according to developmental needs).

Standard 6C: Records

An agency must maintain the following records:

Agency staff records:

- a current first aid certificate for the Home Visitor/Consultant;
- evidence of certification or equivalent training;
- evidence that a criminal record check was provided including a vulnerable sector search as per Standard 3;
- job description; and
- resume.

Provider records:

- name and home address of each approved provider;
- written record of all contacts, using the prescribed form, between agency staff and providers;
- records of all complaints and incidents;
- records of each home visit or contact;
- evidence of a completed criminal record check as per Standard 4;
- evidence of submitted physician's note and three personal references;
- evidence of two completed home visits;
- written training plan for each provider;
- statement of each provider's regular hours of service;
- reports of incidents and follow-up investigations;
- copy of insurance for provider;
- evidence of automobile insurance coverage for provider, if applicable;
- consent to administer medication, if applicable;
- consent to participate in off-site activities, if applicable; and
- performance assessments.

Parent records:

- name, address and contact information for each parent enrolled in the program;
- written records of all contact, using the prescribed form, between agency staff and parent(s);
- emergency contact information for each parent;
- names of children;
- birth dates of children;
- record of contacts with parent(s);
- records related to the placement process including parent contracts;
- records specific to a child or parent must be available to the parent with reasonable notice;
- records specific to a provider must be available to the provider with reasonable notice;
- consent to administer medication, if applicable; and
- consent to participate in off-site activities, if applicable.

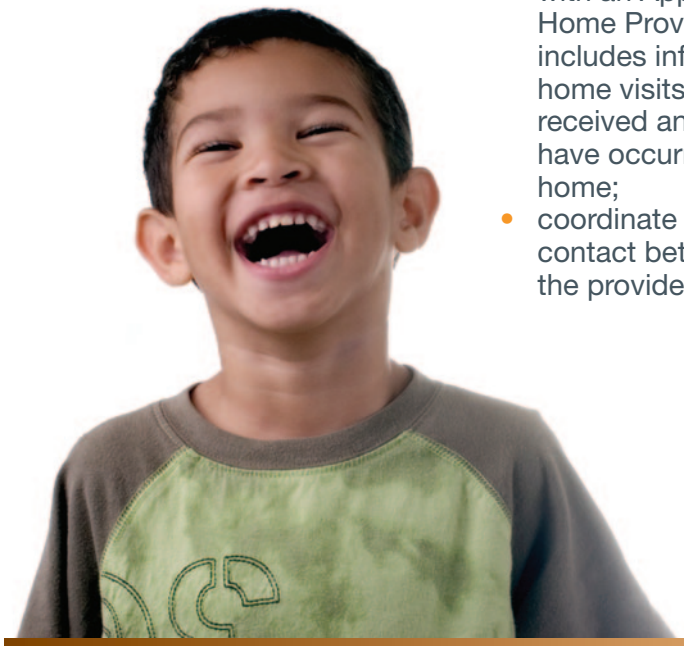
All records must be available to the CFSA at all times.

Records must be maintained on the agency premises for a period of two years. !

Standard 7: Services for Parent(s)

Agencies assist parent(s) in finding a family day home provider, enrolling children and providing referrals to other community supports and services.

Standard 7A: Placement Services
Agencies assist parent(s) in enrolling their children with a suitable provider and resolving any issues. At the time of enrollment, agencies will provide prospective parents with information about home visits, complaints received, and any incidents that may have occurred in the provider's day home program. Upon implementation of the standards, agencies will inform parents currently enrolled that this information is available.



During the placement process, agencies must:

- communicate with parent(s) to determine their personal preferences and criteria for child care (i.e., location, pets, hours of care required);
- provide a list of potentially suitable homes for the parent(s) to assess;
- provide prospective parent(s) with an Approved Family Day Home Provider's Profile that includes information about home visits, complaints received and any incidents that have occurred in a provider's home;
- coordinate pre-placement contact between the parent, the provider and the child;
- upon acceptance of placement by all parties, obtain information required in the parent contract; and
- document all contact between agency staff, parent(s) and providers.

Standard 7B: Parent Involvement
Agencies must obtain written consent from the parent(s) for their children to participate in off-site program activities such as field trips or excursions to community playgrounds, etc. Agencies must also obtain written authorization for the family day home provider to administer children's medications, when applicable.

Agencies must provide parent(s) with a handbook outlining how parent(s) will be involved and how the family day home provider will use community services and resources. The handbook must outline:

- the program philosophy and the child guidance methods it employs;
- how parent(s) will be involved in decisions related to their children's care; and
- how parent(s) will be informed about scheduled activities.

Standard 7C: Information/Referral
Agencies give parent(s) information and assistance for choosing and using family day home services. Agencies may refer parent(s) to other services and resources as needed.

Standard 8: Incidents

Agencies must report to the authority the following incidents immediately of learning of the occurrence.
An incident is defined as follows:

- an emergency evacuation;
- unexpected program closure;
- an intruder in the provider's residence;
- a serious illness or injury to a child that requires the provider to request emergency health care and/or requires the child to remain in hospital overnight;
- an error in the administration of medication by the provider or other resident;
- the death of a child;
- an unexpected absence of a child from the program (i.e. lost child);
- a child removed from the program by a non-custodial parent or guardian;

- an allegation of physical, sexual, emotional abuse and/or neglect of a child by a provider or another resident of the home;
- the commission by a child of an offence under an Act of Canada or Alberta; and/or
- a child left unattended in the provider's home outside of the provider's operating hours.

Agencies must have policies and procedures in place for receiving, recording and investigating complaints, reports of incidents, emergencies or communicable diseases. This policy must state at a minimum that:

- all complaints are followed-up by the agency through a home visit or interview with the provider and at the conclusion of the investigation communicate the outcome to the complainant and the parent of child involved if they are not the complainant;
- all communicable diseases are reported to Alberta Health Services;
- agencies immediately notify the child's parent(s) or emergency contact of an incident;

- if the incident involves a serious injury of a child, death of a child or allegations of abuse or neglect of a child (including the provider's own children) by a provider or another resident of the home, the agency must immediately contact the local police service and/or Child Intervention Services and the provider's home must be closed for child care immediately until the completion of the investigation;
- if the CFSA requests that the agency investigates an incident, the investigation must be completed within two to five working days and the final written report must be completed and submitted to the CFSA within 12 working days of the incident's occurrence.

CEOs will ensure that agencies provide an annual summary and analysis of incidents that occurred in their program using a standardized form.

Standard 9: Visual Identity for Family Day Home

Agencies will use the Government of Alberta's Family Day Home visual trademark on marketing and communication materials related to family day home services. The visual trademark will be used in accordance with the Visual Identity Guidelines (July 2009). If a provider does not maintain approved status, agencies must remove all logos from the provider's residence.

Part 3: Family Day Home Standards

Role

Contracted providers are responsible for:

- the safety, health and well-being of children in their care; and
- complying with Ministry standards for family day home providers.

Objectives

Family Day Homes exist to:

- offer parent(s) the option of a formal child care service in a family home setting where care is monitored to ensure it meets established standards, and where parent(s) can access assistance with fees through the Child Care Subsidy program; and
- ensure that children's health, safety and well-being are protected.

Standard 1: Insurance Coverage

All providers must have current insurance policies.

Standard 1A: Liability

All providers must be covered by liability in the amount of not less that $2 million per occurrence.

Standard 1B: Transportation

Where the provider transports children, automobile liability insurance coverage must be obtained by the provider at a minimum of $1,000,000 per occurrence.

Standard 2: Children's Information Records

Children's Information Records must include up-to-date information for each child that includes:

- child's name, date of birth, home address;
- completed enrolment/registration form and parent/provider/ agency contract;
- parent/guardian's name, home address, work address, home telephone number, work telephone number;
- emergency contact name and telephone number(s);
- evidence that child's parent(s) have been advised of any outings including transportation and supervision arrangements;
- daily attendance details including arrival and departure times (parent(s) should initial the child's arrival and departure times as a security measure for the transfer of responsibility between the parent and provider);
- information about any health care provided to a child, including written consent of the child's parent to provide or allow for health care; and
- any other relevant health information about the child provided by the child's parent(s), including immunization records and allergies.

Providers will maintain updates to children's information records (i.e., attendance sheets, new health information, etc) for no longer than one month. Within five working days after the last working day of the previous month providers must submit to their agency all updates to children's information records.

Records must be kept by the agency for a minimum of two years. !

Records are available to parent(s) at reasonable times and are available to the CFSA at all times.

Standard 3: Portable Emergency Information Records

The provider must maintain a complete, portable record for each child in care, which must be taken on all outings and must include:

- child's name and date of birth;
- parent's name, home address, work address, home telephone number and work telephone number;
- one emergency contact name and telephone number(s); and
- relevant health information including immunization status and medical condition(s).

Standard 4: Family Day Home Provider Accommodations

The provider's residence must have sufficient space for the developmental activities of the children in care.

Standard 4A: Residence

The residence must be in good repair. Space must be adequate to accommodate the following requirements:

- windows in every room used by children;
- adequate heat, light, and ventilation;
- clean, comfortable surroundings; and
- sufficient space for developmental activities of children in care.

Standard 4B: Furnishings and Equipment

The family day home provider's furnishings and equipment must be age appropriate. Toys, equipment, materials, furnishings must be of sufficient variety and quantity for the number and ages of children in the care of the provider. Toys, equipment and materials should be organized and accessible so that children can make their own selections.

Furniture and equipment must:

- Meet federal and provincial product safety legislation and are only used as recommended by the manufacturer; and
- Includes but is not limited to beds, mats or mattresses with bedding, safety gates, cribs, play pens, high chairs, toilet seats or potties, strollers or carriages, and car seats or booster seats.

Diapering arrangements ensure:

- a change table or individual change pads are provided for each child; and
- children are diapered in a location that allows for supervision of other children.

Standard 4C: Outdoor Play Space

The provider must ensure that children have access to outdoor play space.

If the outdoor play space is a part of the provider residence, it must be securely enclosed.

If the outdoor play space is not part of the provider residence, it must be within a safe and easy walking distance.

The agency can exempt a provider, using a CFSA-approved form, from the requirement to have the outdoor play space securely enclosed if outdoor play space that is securely enclosed is not reasonably available and if children will be adequately supervised and protected in the outdoor play space provided.

The form used to exempt a provider must be approved by the CFSA annually and any changes to the form must be pre-approved by the CFSA. A copy of the exemption form must be stored on the provider's record with the agency and parent(s) must be informed at the time of enrollment that the provider has an exemption.

Standard 5: Transportation and Outings

Providers must have the parent's written permission to transport their child.

Parent(s) must be advised in writing of any outings or excursion the provider plans for a child, including transportation and supervision arrangements.

Standard 6: Number and Ages of Children

Providers may accommodate a maximum of six children 0-12 years old including the provider's own children.

A maximum of three children may be 36 months or younger.

A maximum of two children may be 24 months or younger.

Standard 7: Child Care Program

The family day home provider plans and implements a daily program of activities that is consistent with the agency's philosophy and is developmentally appropriate for the ages of the children.

The daily program, which includes both indoor and outdoor activities, should be made available to parent(s) and home visitor/ consultants who ask to see it.

Children with special needs may require activities and experiences adapted to their needs and abilities.

The daily program ensures children's developmental needs are met, including:

- emotional;
- physical;
- intellectual; and
- creative and social.

Standard 8: Child Supervision

Children receive developmentally appropriate supervision **by the provider** at all times.

Age of child	Level of supervision required
Up to 19 months old	• within the provider's sight at all times, unless the children are napping, in which case, an infant monitor must be used
20 months to 4 years	• not allowed to use outdoor play space without supervision • must be within hearing distance of the provider at all times • provider physically checks every 3-5 minutes • when children are napping, an infant monitor may be used
5 years to 8 years	• may use outdoor play space without supervision if they are within sight of the provider (e.g. through a window) • provider physically checks every 5-10 minutes
9 years to 12 years	• may be allowed more freedom within the residence and in the provider's private outdoor play space • provider must know where children are at all times • provider physically checks frequently, considering what is age appropriate and developmentally appropriate for the children being cared for

Standard 9: Child Guidance

Providers must use a positive approach to child guidance. The approach is discussed with the child's parent(s). The child guidance methods used by the provider are consistent with both the parent handbook and agency policies and are explicitly communicated in a written statement to the:

- parent(s); and
- children, when developmentally appropriate.

Any child guidance action taken is to be reasonable given the circumstances and must never:

- inflict or cause to be inflicted any form of physical punishment, verbal, physical degradation or emotional deprivation;
- deny or threaten to deny any basic necessity; or
- use or permit the use of any form of physical restraint, confinement or isolation.

Standard 10: Health and Safety

Standard 10A: Incidents

- an emergency evacuation;
- unexpected program closure;
- an intruder in the provider's residence;
- a serious illness or injury to a child that requires the provider to request emergency health care and/or requires the child to remain in hospital overnight;
- an error in the administration of medication by the provider or other resident;
- the death of a child;
- an unexpected absence of a child from the program (i.e. lost child);
- a child removed from the program by a non-custodial parent or guardian;
- an allegation of physical, sexual, emotional abuse and/or neglect of a child by a provider or another resident of the home;
- the commission by a child of an offence under an Act of Canada or Alberta; and/or
- a child left unattended in the provider's home outside of the provider's operating hours.

If an incident occurs, a provider must:

- obtain emergency medical assistance as required;
- immediately notify the parent or emergency contact if parent is unavailable;
- notify the agency immediately and complete an incident report; and
- participate in investigations conducted by the agency and/or the CFSA or other law enforcement agencies as required.

Standard 10B: Home and Safety

- providers must have written emergency plans for evacuation procedures and an evacuation route;
- all children who are developmentally able must know the designated meeting place outside the home in the event of a fire;
- fire drills must be practiced monthly and recorded monthly (it is recommended that the drills include the sounding of the smoke alarm so that children learn to recognize the sound and connect it with the practiced evacuation);
- a working telephone is required at all times;
- providers must know the procedure for calling for help;
- all medications, vitamins must be kept under lock and key;
- all chemicals, alcohol, personal care products and household cleaning products must be stored in an area that is inaccessible to children; and
- providers must ensure that the following telephone numbers are readily accessible: emergency medical service; ambulance service; fire department; police service; poison control centre; nearest hospital or emergency medical facility; and child abuse hotline.

Standard 10C: Illness

If a provider notices that a child exhibits any of the signs or symptoms listed below, the provider must ensure that:

- the child's parent(s) arranges for the immediate removal of the child from the program premises; and
- the child does not return to the program premises until the provider is satisfied that the child no longer poses a health risk to others in the program (e.g., the parents provide a physician's note, the parents declare that the child has been symptom-free for at least 24 hours.

Signs or symptoms of illness exhibited by a child include:

- a child vomiting, having a fever, diarrhea or a new unexplained rash or cough;
- a child requiring greater care and attention than can be provided without compromising the care of the other children in the program; or
- a child having or displaying any other illness or symptom the staff knows or believes may indicate that the child poses a health risk to persons on the program premises.

Standard 10D: Medical Conditions

Providers:

- must consult with the parent about special handling of children with medical conditions (e.g., allergies, diabetes, asthma, eczema, epilepsy); and
- may require special instruction or training from medical personnel on how to handle certain conditions or medical emergencies (e.g., asthma attack, administering insulin).

Standard 10E: Medication

Providers may administer medications including prescription and non-prescription drugs, emergency medications and herbal remedies, when the:

- provider has written consent of child's parent(s);
- medication is in its original container; and
- medication is administered according to the label directions.

When emergency medications are used to treat allergies, the provider must be able to recognize the allergy symptoms and know how and when to administer the medication. Emergency medications must be available for the child at all time, including on outings.

In all cases where medications are administered, the provider must record the name of the medication, the time and dose administered and sign or initial that they administered the medication.

All medications must be locked up, excluding emergency medications (such as an EpiPen®) that must be stored in an area that is inaccessible to children.

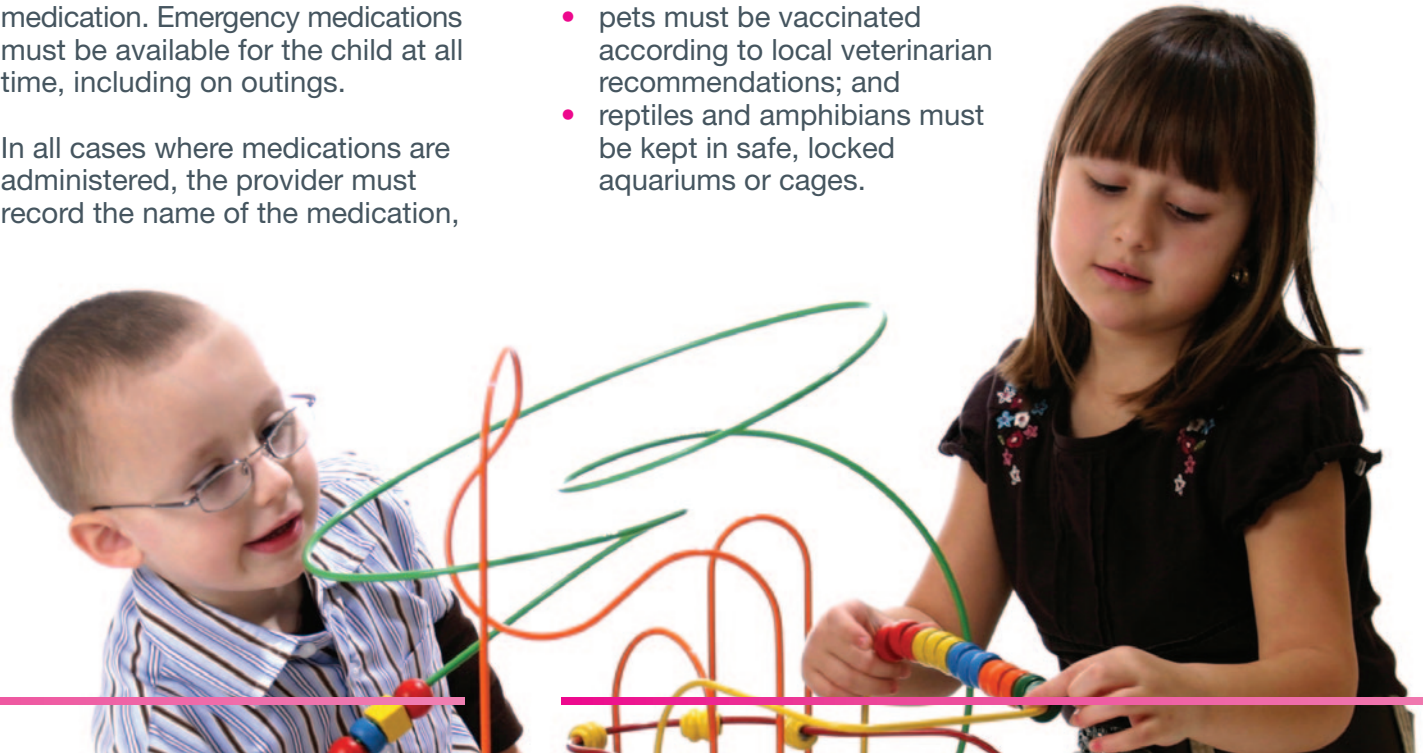
Standard 10F: Animals

Where there are pets in the provider's home or other animals on the provider's property:

- children must not have access to animal/pet foods or wastes;
- children should not have unsupervised access to pets;
- pets must be vaccinated according to local veterinarian recommendations; and
- reptiles and amphibians must be kept in safe, locked aquariums or cages.

Standard 11: Smoking

Smoking is not permitted on the premises of the family day home during hours that children are being cared for. Smoking is not permitted at any time or in any place where children are being cared for, including off-site activities and during field trips or other program related activities.



Standard 12: Meals and Snacks

Providers serve meals and snacks at appropriate times, in sufficient quantities and in accordance with each child's needs including allergies and special diets, ensuring that:

- meals and snacks are in accordance with food guide recognized by Health Canada;
- menus are made available daily to parent(s) or home visitors/ consultants;
- providers ensure the manner in which children are fed is appropriate to age and level of development;
- children should be seated while eating and drinking;
- no beverages should be given to children while napping; and
- parent of infants must supply infant food (including special dietary requirements).

Standard 13: Visual Identity

Providers must display the visual identity for family day homes in a prominent place in the provider's residence while they are approved. If a provider does not maintain approved status, they must remove all logos from their residence.

Forms

This table provides a list of standard forms that CFSAs and contracted family day home agencies are required to use.

Name of Form:	Standard Reference:
Action Plan	CFSA Standard 1: Administration of Agency Contracts
CFSA Quarterly Review of Family Day Home Agency Contract Files	CFSA Standard 1: Administration of Agency Contracts
Approved Family Day Home Provider Complaint Record	Agency Standard 2: Caseloads and Monitoring
Visit Result Letter	CFSA Standard 1: Administration of Agency Contracts
Family Day Home Agency Home Visitor/Consultant Checklist	Agency Standard 2: Caseloads and Monitoring
Incident Reporting Form	Agency Standard 8: Incidents
Approved Family Day Home Provider Profile	Agency Standard 7: Services for Parent(s)
Approved Family Day Home Provider Performance Assessment	Agency Standard 4: Recruitment of Family Day Home Providers

The following table provides a list of forms that contracted agencies are required to develop, maintain and use in the administration of their family day home program. Copies of all forms are to be provided to the Child and Family Services Authority at the time of contract initiation.

Any changes to the required forms made during the contract term are to be reported to the CFSA. The CFSA may request that the agency change a form if all required information is not contained in the form.

Form Required	Information Required on Form
Hours of Service	• Provider name • Provider's hours of service detailed for each day of the week • Provider signs and date statement indicating they understand that: - any care provided to registered children outside their stated regular hours is considered a private arrangement between the provider and the parent; - a provider cannot offer care for a child longer than 18 hours in any 24 hour period without prior written notification to the agency; and - a provider offering care to a child for a period longer than 18 hours in any 24-hours must provide each child with sleeping time (in these cases, the provider must give each child his or her own bedding and sleeping accommodations that meet the child's developmental needs and male and female school-aged children must sleep in separate rooms).

Form Required	Information Required on Form
Home Safety Inspection Checklist	• Date and Time of inspection • Provider Name and Home Address • Signature of provider and agency representative
Record of Contact	• Date and time of contact • Method of contact • Purpose of contact • Names of individuals present • Summary of contact
Parent consent for back-up care	• Name of provider • Name of back-up provider, if known • Name of parent • Name of child • Details of back-up care • Signature of parent with date • Signature of agency representative with date
Provider Training Plan	• Name of provider • Dates covered by training plan • Details of training plan • Signature of provider and agency representative
Exemption Request/Outdoor Play Space	• Name of provider • Address of provider

Contact Information.

Alberta Human Services
Early Childhood Development Branch
6th Floor, Sterling Place
9940 106 Street
Edmonton, AB T5K 2N2

Tel: 780-422-1119

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